

EXHIBIT 4

14 VIDEOTAPED DEPOSITION OF
15 SEABRON ADAMSON
16 Tuesday, November 8, 2022
17 10:06 a.m.
18 Veritext
19 101 Arch Street
20 Boston, Massachusetts 02110
21
22
23
24 Laurie K. Langer, RPR

<p>1 opinion.</p> <p>2 MR. WITTELS: But usually if you're making a</p> <p>3 statement you're taking it from there.</p> <p>4 MR. MATTHEWS: Well, thank you for that</p> <p>5 guidance. I'm learning a lot.</p> <p>6 A. Well, I think it's probably around page....</p> <p>7 Q. I'll find it for you. How about paragraph 23B</p> <p>8 and 54.</p> <p>9 A. 54. Right. Okay. Yes. Okay. Sorry, can you</p> <p>10 repeat your question.</p> <p>11 Q. Please, if you would, so we don't have any</p> <p>12 confusion, if you would read both of those paragraphs.</p> <p>13 And then I'll --</p> <p>14 MR. WITTELS: Into the record, --</p> <p>15 Q. -- proceed.</p> <p>16 MR. WITTELS: -- or?</p> <p>17 MR. MATTHEWS: No. No. Just to himself.</p> <p>18 A. (Witness reviewing.) Okay.</p> <p>19 Q. Okay. What -- you, generally speaking, opine</p> <p>20 with reference to those prior period adjustments that</p> <p>21 you were unable to substantiate whether XOOM considered</p> <p>22 them in setting its rates; is that a fair statement?</p> <p>23 A. Yeah. I mean, we looked at the information in</p> <p>24 the rate setting workbooks, which was very extensive.</p>	<p>1 A. And then there was testimony as I note in</p> <p>2 paragraph 54 about potential kind of makeup losses,</p> <p>3 which I guess you could consider some kind of prior</p> <p>4 period adjustment. But in -- with an unrelated market</p> <p>5 not related to New York. So there's testimony</p> <p>6 that -- there's general testimony and then there's</p> <p>7 specific testimony.</p> <p>8 Q. About consideration of prior period adjustments?</p> <p>9 A. Yes.</p> <p>10 Q. Okay. Got it. We're on the same page.</p> <p>11 A. Okay.</p> <p>12 Q. The period of time --</p> <p>13 A. Uh-huh.</p> <p>14 Q. -- that you looked at for rate setting</p> <p>15 procedures --</p> <p>16 A. Uh-huh.</p> <p>17 Q. -- goes from 2013 to 2021; right?</p> <p>18 A. Yes. Broadly, yes.</p> <p>19 Q. Broadly?</p> <p>20 A. Yeah.</p> <p>21 Q. Did you do any analysis of what other ESCOs</p> <p>22 charged in New York during that same time period?</p> <p>23 A. No.</p> <p>24 Q. Okay. So you don't know how XOOM's rates</p>
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<p>1 There didn't seem to be any determination, calculation,</p> <p>2 amounts or anything associated with prior period</p> <p>3 adjustments as expected. I'm -- I was really kind of</p> <p>4 expecting there to be, if you were making prior period</p> <p>5 adjustments, to have some calculation of those, which I</p> <p>6 never saw. So that's kind of just what it's a reference</p> <p>7 to.</p> <p>8 Q. Got it. So you're saying because XOOM didn't</p> <p>9 memorialize it and document or a calculation that shows</p> <p>10 how it was factored in, you have no evidence that they</p> <p>11 considered it; is that fair?</p> <p>12 A. Well, I'm saying I didn't, I didn't see</p> <p>13 any -- there was no data suggesting that that was ever</p> <p>14 calculated.</p> <p>15 Q. Right.</p> <p>16 A. And it seems to me that would be a calculation.</p> <p>17 Q. There was testimony that it was considered;</p> <p>18 right?</p> <p>19 A. I think there was testimony that it was</p> <p>20 considered and as I mentioned in paragraph 54, though,</p> <p>21 there was testimony -- well, there was testimony I</p> <p>22 believe that said, oh, it was part of this, what we</p> <p>23 considered in some very broad abstract sense.</p> <p>24 Q. Yep.</p>	<p>1 compared to other ESCOs rates?</p> <p>2 A. For purposes of this we never made a comparison.</p> <p>3 Q. And you don't know if XOOM's rates were outside</p> <p>4 of the range of what ESCOs were charging during that</p> <p>5 time period?</p> <p>6 A. No, we didn't look at that. It didn't seem very</p> <p>7 relevant.</p> <p>8 Q. Okay. What was relevant in the, your damage</p> <p>9 analysis, was how much gross margin XOOM sought on top</p> <p>10 of its supply costs; right?</p> <p>11 MR. WITTELS: Objection.</p> <p>12 A. Can you repeat that, again.</p> <p>13 Q. Yep. What you believed was relevant in your</p> <p>14 damage calculations was how much gross margin XOOM</p> <p>15 sought on top of its supply costs?</p> <p>16 MR. WITTELS: Objection.</p> <p>17 A. I mean, that's a way that -- I think you're</p> <p>18 putting a characterization of it. I think what really</p> <p>19 the -- you're characterizing it -- one might</p> <p>20 characterize it that way, but the, you know, as, as</p> <p>21 discussed, the, you know, what's important is the</p> <p>22 relationship between rates and, and supply costs. If</p> <p>23 you want to characterize that as being a gross margin</p> <p>24 calculation, I think you could formulate it that way,</p>
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17 (Pages 62 - 65)

1 which is I think what you're doing. But I think you
 2 understand what we did.
 3 Q. I am, because I'm focusing in my question, I have
 4 built this in on your damage calculation. So I
 5 understand your position about bullet 3, let's call it.
 6 Which is your opinions about whether or not XOOM's rate
 7 setting was consistent or not, with the sale agreement.
 8 But I'm talking about with respect to 4, after
 9 you concluded --
 10 A. Uh-huh.
 11 Q. -- the rate was not consistent --
 12 A. Right.
 13 Q. -- that your damage model --
 14 A. Right.
 15 Q. -- and what they considered relevant was the
 16 amount of gross margin that XOOM put on top of its
 17 supply cost?
 18 A. Are we discussing the Method 1 model or the
 19 Method 2 model?
 20 Q. Well, it's both; right?
 21 A. Well, it's --
 22 Q. Let's start with Method 1.
 23 A. Okay. Right.
 24 Q. Right. Method 1, what was relevant was the

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1 A. The -- between total cost and the rate.
 2 Q. Okay. Which is the margin?
 3 MR. WITTELS: Object.
 4 A. The rate is not the margin.
 5 Q. No, I know.
 6 A. A rate is not a margin.
 7 Q. The delta is. The delta is.
 8 A. Okay. We can call that a margin, yes.
 9 Q. The delta between the total costs --
 10 A. Right.
 11 Q. -- and the rate is --
 12 A. Right.
 13 Q. -- the margin; right?
 14 A. That -- that -- you can characterize that as a
 15 margin.
 16 Q. Well, what would you characterize it?
 17 A. I would just characterize it as a difference, as
 18 a delta.
 19 Q. Okay. You're not offering an opinion in this
 20 case that under the sales agreement XOOM could not
 21 charge more than the regulated utilities rate; right?
 22 A. No. I mean, the comparison I made was between
 23 supply costs and the rate under this contract.
 24 Q. Right. And you're not offering a damage model

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1 amount of gross margin that's input on top of its supply
 2 costs; right?
 3 MR. WITTELS: Objection.
 4 A. Of the difference -- if you want to -- you're
 5 expressing that as a form -- you're expressing the
 6 delta, the difference, right, as a gross margin. That's
 7 not exactly how it was calculated.
 8 I mean, it was calculated just as there's
 9 differences, not any -- you're saying a gross margin on
 10 a gross margin calc -- I want to be specific about how
 11 you're using the term "gross margin."
 12 Q. I didn't think it was tricky. I mean, your
 13 report says that you calculated by reference -- by
 14 comparing XOOM's margin reports to XOOM's rate setting
 15 workbooks; right?
 16 A. Right. I was getting to the delta between rates
 17 and costs.
 18 Q. Okay.
 19 A. It's just that it was in the margin setting
 20 workbooks.
 21 Q. So with respect to Model 1 the relevant
 22 consideration was the delta between XOOM's total costs
 23 and XOOM's margin?
 24 MR. WITTELS: Objection.

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1 that compares XOOM's variable rate charges to what
 2 customers would have been charged by the utility during
 3 the same time period?
 4 MR. WITTELS: Objection.
 5 A. No. The damage models as we discussed are the
 6 two.
 7 Q. Right. And you don't intend to offer an opinion
 8 about that?
 9 A. No. The only thing we used was a, as a graphical
 10 comparison on the relationship between supply costs and
 11 the utility rate, as an example. But the two models are
 12 the two models.
 13 Q. Yep. Okay. Are you offering an opinion about
 14 what is a reasonable or appropriate margin for an ESCO
 15 to charge?
 16 A. Well, to build the second model we needed an
 17 estimate of a margin. We really didn't have any
 18 information that would allow that to be created, since
 19 XOOM had, from what we can tell, had never done it that
 20 way. They had never tried to calculate a, or they did
 21 not present in any way, I can't say that they never
 22 tried. They did not present in the rate setting
 23 workbooks and other information calculations of any sort
 24 like that. So we used the margin from fixed rate

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18 (Pages 66 - 69)

1 customers as a proxy of a rate that XOOM itself had
 2 used. I can't go further than that because there's no
 3 information.

4 MR. MATTHEWS: Can you read my question
 5 back, please.

6 (Prior testimony read back.)

7 "Are you offering an opinion
 8 about what is a reasonable or
 9 appropriate margin for an ESCO
 10 to charge?"

11 A. Yeah. Conceptually, yes. Conceptually, yes.

12 Thanks for reading that back.

13 Q. That's okay. And what is the opinion that you're
 14 offering conceptually about that?

15 A. Well, I mean, it's obviously related to the
 16 contract that we've been discussing, whether it's based
 17 on supply costs, that, you know, if the Court were to
 18 decide that a margin was allowed, that it can't be an
 19 uncapped margin, that's why we made a second calculation
 20 using the fixed rate margin as a proxy of what might be
 21 an acceptable margin.

22 Q. Are you offering any opinion about what is an
 23 acceptable or appropriate, a reasonable margin aside
 24 from just using XOOM's fixed rate margin?

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1 Q. And if he said, "but can you give me a cutoff
 2 point? Is there a number that you can assign to that?"
 3 Would you be able to give him one?
 4 MR. WITTELS: Objection.
 5 A. I wouldn't be able to give him a number on the
 6 stand because I wouldn't have the, XOOM's internal
 7 information, no.

8 Q. Okay. So the margin in your view, --
 9 A. Uh-huh.

10 Q. -- the margin that is appropriate for an ESCO to
 11 charge conceptually --

12 A. Uh-huh.

13 Q. -- is ESCO specific?

14 A. Well, again, we're talking about relation to a
 15 specific contract, so.

16 Q. I'm not.

17 A. You're not.

18 MR. WITTELS: Don't interrupt him.

19 A. I am talking -- sorry. I'm talking about this
 20 specific contract. Other ESCOs may have, and I'm sure
 21 do, very different contractual forms. And in fact,
 22 ESCOs -- even the same ESCO will have lots, may have
 23 different pricing, right, under different arrangements.
 24 We're talking about variable rate pricing here as

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1 A. We haven't offered that opinion, we don't have
 2 any information to do that.

3 Q. Do you intend to?

4 A. If information were to be provided, but that
 5 would have to come from XOOM. So I, in the absence of
 6 not expecting anymore information to come, no.

7 Q. Well, we've gotten talking past each other again.
 8 I'm talking conceptually. You've said that it will be
 9 for the Court to decide whether a margin can be charged
 10 and if so what's appropriate; right?

11 A. Right.

12 Q. And if we go to trial --

13 A. Uh-huh.

14 Q. -- and you take the witness stand --

15 A. Uh-huh.

16 Q. -- and I'm asking you questions and the judge
 17 gets frustrated with my questions and says, "let's cut
 18 to the chase. Mr. Adamson, what do you think is an
 19 appropriate margin for an ESCO to charge?" What would
 20 your answer be?

21 MR. WITTELS: Objection.

22 A. I would say conceptually it's got to be related
 23 to the, related to the costs. And in a broad conceptual
 24 basis.

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1 opposed to fixed rate pricing.

2 Q. Uh-huh.

3 A. Fixed rate pricing, I think we can all agree, the
 4 actual outturn margins could be quite different. A lot
 5 depends on timing in that case; right? Okay. So I
 6 don't know that there is a "single ESCO number" I don't
 7 think that's a meaningful concept.

8 Q. Okay. Is there a single ESCO number for variable
 9 rates that in your opinion would be a cap on what is an
 10 appropriate or reasonable margin?

11 A. I don't have a number in mind because I don't
 12 know what the, what would be claimed to be the types of,
 13 of costs that, to be recovered in that margin. What I
 14 don't -- you know, I don't have a number. What I am
 15 offering is conceptually that the margin has to be based
 16 on something from reality to be meaningful in the
 17 context of this contract, and, you know, can't be
 18 arbitrary.

19 Q. Okay.

20 A. But I don't have a number to give you.

21 Q. Okay. And would not be able to create one?
 22 MR. WITTELS: Objection.

23 A. Not -- not on the information available right
 24 now. I think that would need more inputs than are

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19 (Pages 70 - 73)

1 Q. And -- okay. And I appreciate. I probably
 2 shouldn't use your defined term "total costs" because
 3 the supply costs doesn't include certain fixed costs;
 4 right? The supply costs that are set forth in the rate
 5 setting workbook.
 6 A. I mean, the -- the total costs includes -- I
 7 mean, I -- what was reported as the things that sum up
 8 the total costs, yes.
 9 Q. That sum up to the total of the supply costs;
 10 right?
 11 A. Yeah. I think in the rate setting workbooks the
 12 column is labeled Total Cost, as I remember.
 13 Q. Got it. But it doesn't include supply costs, and
 14 the total cost that's listed in the rate setting
 15 workbook doesn't include things like overhead and taxes
 16 and marketing costs. Those sorts of costs; right?
 17 MR. WITTELS: Objection.
 18 A. Sorry. I think your question may have had
 19 multiple parts. The total cost -- the total costs in
 20 the rate setting workbooks had a bunch of columns.
 21 Q. Uh-huh.
 22 A. Right? So is the -- is your question what are
 23 those columns?
 24 Q. No. I probably asked a poor question.

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1 supply costs based on total costs.
 2 Q. The Total Cost column in the rate setting
 3 workbook?
 4 A. Yes.
 5 Q. Okay. And do you understand the Total Cost
 6 column in the rate setting workbook to include overhead
 7 costs?
 8 A. Not as -- not as described. Not -- not as
 9 obviously described in the rate setting workbooks that I
 10 saw.
 11 Q. Okay. Do you understand it to include taxes that
 12 XOOM pays?
 13 A. Are we talking about corporate taxes or are we
 14 talking about taxes on, involving energy purchases or
 15 something?
 16 Q. Corporate taxes.
 17 A. Like, corporate income taxes?
 18 Q. Yes.
 19 A. Not that I see. Not that I saw.
 20 Q. And do you understand it to include rent?
 21 A. Like, facilities rent?
 22 Q. Yes, sir.
 23 A. There -- there was not a column for that, no.
 24 Q. Okay. And do you understand it to include other

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1 ESCOs generally have supply costs; correct?
 2 A. Yes.
 3 Q. And then ESCOs, in the course of doing, running
 4 their business have certain additional costs that are
 5 not supply costs; right?
 6 A. If you want to characterize it that way, yes.
 7 Q. Okay. And the Model 1 calculation --
 8 A. Uh-huh.
 9 Q. -- does not include any costs that are not supply
 10 costs; right? The Model 1 calculation only calculates
 11 supply costs?
 12 MR. WITTELS: That's two questions.
 13 Objection.
 14 A. The Model 1 calculation uses, uses the supply
 15 costs represented by the total cost. As I understand
 16 your question you're saying did, for example, was, in
 17 the, in XOOM's reported total costs did it have these
 18 other elements he raised.
 19 And I was trying to refer to to kind of purposes
 20 of clarity to say the rate setting workbook total costs
 21 that we saw -- well, I mean, they are what they are.
 22 That is XOOM's reported numbers. It didn't mention
 23 marketing costs. I think you mentioned that as a thing.
 24 So supply costs, yes. So we made a comparison with

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1 acquisition costs of acquiring customers?
 2 A. If they -- that was not a broken out category.
 3 Q. Okay. So in a nutshell under Model 1 you're
 4 calculating all of the gross margin that XOOM obtained
 5 from those customers?
 6 MR. WITTELS: Objection.
 7 Can you repeat that question.
 8 (Prior testimony read back.)
 9 "So in a nutshell under Model 1
 10 you're calculating all of the
 11 gross margin that XOOM obtained
 12 from those customers?"
 13 A. I mean, we're calculating the difference between
 14 total costs and rates times quantities. I think that's
 15 the calculation.
 16 Q. Yeah. Okay. But under this model XOOM doesn't
 17 get to make any margin; correct?
 18 A. Unless it was built into the total cost that they
 19 reported.
 20 Q. In the rate setting workbook?
 21 A. In the rate setting workbooks.
 22 Q. Okay. XOOM's a for profit business; right? You
 23 understand that?
 24 A. Yes.

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1 A. Well, in a sense, yes, because the, you
 2 know -- well, first off, the fix rate is used as, you
 3 know, a way of coming up with a reasonable margin that,
 4 based on what XOOM itself set rates on. You know, it's
 5 not -- it's based on the information available.

6 So one question then comes to, you know, are, is
 7 there some reason that, that XOOM would need to charge a
 8 higher rate on fixed rate customers? If so I don't
 9 really see what it is.

10 MR. WITTELS: Variable.

11 A. Sorry. On variable rate customers. I am -- we
 12 don't have any information to, to delve into that.

13 Q. I'm asking conceptually. And it's okay if you
 14 are not offering this opinion. I'm not saying you
 15 should or you shouldn't be. I just want to know in this
 16 case are you going to offer an opinion that it is not
 17 fair for XOOM to seek a higher margin on variable rates
 18 conceptually than it does on fixed rates?

19 A. In this context, yes. Because there is no XOOM
 20 provided despite all of the information about how those
 21 methods were set of how these margins came up. How
 22 these -- how the variable rate margins were determined
 23 and that's a reasonable proxy, yes.

24 Q. Are you offering that opinion more broadly, that
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1 that might be a thing. But we -- we haven't seen that
 2 here. It was asked, but we haven't seen it.

3 Q. Who asked?

4 A. Well, the discovery request asked for costs and
 5 pricing methodologies and stuff.

6 Q. Paragraph 75. It says -- this is towards the
 7 bottom, I suppose it's the last sentence.

8 "It appears that XOOM was able to operate and
 9 make a reasonable profit selling fixed rate contracts
 10 with substantially lower margins than variable
 11 contracts, and yet arbitrarily imposed much higher
 12 margins on their variable rate customers?"

13 Do you see that?

14 A. Yes.

15 Q. Where does it appear that XOOM was able to
 16 operate and make a reasonable profit selling fixed rate
 17 contracts with substantially lower margins?

18 A. Well, the margins you can kind of see in the
 19 table, the average margins over years. As I say, it
 20 appears that they chose to offer those fixed rate
 21 margins over a considerable period of time.

22 Q. Uh-huh.

23 A. So they would have had -- XOOM would have had the
 24 opportunity to offer if it was saying, "oh, my God,"

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1 in all circumstances -- and I'm asking this, to give you
 2 some prospective on why I'm asking, because you've done
 3 it in two cases now that I know of, set the fixed rate
 4 margin as a benchmark.

5 A. Uh-huh.

6 Q. So are you going to offer the opinion that in the
 7 ESCO world --

8 A. Uh-huh.

9 Q. -- it is not appropriate for an ESCO to seek a
 10 higher margin for variable rates than it does for fixed
 11 rates?

12 MR. WITTELS: Objection.

13 A. I mean, to me the rates have to be set for the
 14 contract. The -- the use of fixed rates seemed
 15 appropriate for coming up with the reasonable proxy
 16 given that, you know, the, the risks associated with the
 17 variable rates in general would be similar or probably
 18 lower. If you say that there are other fixed costs it's
 19 hard to see why they are different. We never saw
 20 anything in this case saying, demonstrating why there
 21 would be a difference between the two. If someone could
 22 present, you know, compelling economic evidence that
 23 says, "by God, I can prove to you that the costs of
 24 variable rate is completely different than fixed rate"

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1 we're losing tons of money on all of our variable
 2 customers -- I mean, our fixed rate plans that could
 3 have been adjusted."

4 But we don't -- as I mentioned before we don't
 5 have contract by contract P & Ls, for example.

6 Q. Right. So I think we're saying the same thing.
 7 Your table 1 reflects gross margin for fixed rate
 8 customers; right?

9 A. Yes.

10 Q. Okay.

11 A. I think so, yes.

12 Q. But you don't know whether --

13 VIDEOGRAPHER: I'm sorry. I didn't hear
 14 that. You're hitting the microphone.

15 A. Oh, I'm sorry.

16 VIDEOGRAPHER: Bring it up a little higher.

17 A. How is that? Is that better?

18 VIDEOGRAPHER: Great. Thank you.

19 A. Okay. Thank you. Sorry.

20 Q. That's okay. But you don't know if XOOM actually
 21 made a net profit on those same customers?

22 A. No, we don't have -- we don't have customer
 23 segment level profit and loss data.

24 Q. Okay. In the -- circling back to the Richards

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26 (Pages 98 - 101)

1 their retail business.	1 XOOM or some broad question.
2 Q. Okay. Well, I guess --	2 Q. And the answer was?
3 A. For example, a bunch of the Texas companies have	3 A. I believe he said yes, they were, they were both
4 retail supply businesses. We did a little bit on that,	4 profitable. Both fixed rate and variable rate were
5 but not a major thing. But a bunch of the Texas	5 profitable.
6 companies had retail supply businesses that also had	6 Q. Okay. I have no further questions at this time.
7 substantial other businesses.	7 Thanks.
8 Q. I think I understand what you're saying. And you	8 MR. MATTHEWS: Thanks very much.
9 didn't work for the retail side of their businesses, you	9 A. Thank you.
10 worked for the other side of their businesses?	10 VIDEOPHOTOGRAPHER: The time is 2:39, we are off
11 A. Or sometimes we would be hired on some kind of	11 the record.
12 corporate strategy type engagement, which might be	12 COURT REPORTER: And, Mr. Matthews, your
13 pretty broad.	13 order?
14 Q. Got it. Okay. I thank you for your time and	14 MR. MATTHEWS: My order is an expedited
15 your patience with me.	15 transcript, just, I don't need any print copies.
16 MR. MATTHEWS: I'll pass the witness.	16 Electronic only. PDF exhibits.
17 A. Thank you.	17 COURT REPORTER: Expedite by Friday?
18 Q. Yes, sir.	18 MR. MATTHEWS: Yes.
19	19 (Whereupon, the deposition concluded at
20 EXAMINATION	20 approximately 2:39 p.m.)
21	21
22 BY MR. WITTELS:	22
23 Q. Mr. Adamson, I just really have one question for	23
24 you. You were asked by counsel for XOOM about whether	24

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1 the company was able to make any profits on its fixed	1 CERTIFICATE
2 rate customers; do you remember that question?	2
3 A. Yeah. Not in exact wording, but I remember the	3 COMMONWEALTH OF MASSACHUSETTS
4 question.	4 SUFFOLK, ss.
5 Q. Yeah. And did you ask me to, whether you could	5
6 go back and review your report when we had a break?	6 I, Laurie Langer, Registered Professional Reporter
7 A. Yeah, well -- yes, we were discussing the report.	7 and Notary Public in and for the Commonwealth of
8 Q. And did you reread paragraph 57?	8 Massachusetts, do hereby certify that the witness whose
9 A. Yes.	9 deposition is hereinbefore set forth, was duly sworn by
10 Q. And does that answer the question of whether XOOM	10 me and that such deposition is a true record of the
11 made money and was profitable on its fixed rate	11 testimony given by the witness.
12 customers?	12
13 MR. MATTHEWS: Objection. Leading.	13 I further certify that I am neither related to or
14 A. Well, I just -- it just reminded me there was	14 employed by any of the parties in or counsel to this
15 a -- I had said that there was not a specific P&L, this	15 action, nor am I financially interested in the outcome
16 was a reference in the report to deposition testimony	16 of this action.
17 from a XOOM witness about the profitability of this.	17
18 Q. And what did your report find and state?	18 In witness whereof, I have hereunto set my hand and
19 A. I don't remember exactly how he worded it. I	19 seal this 11th day of November, 2022.
20 think there had been a, in the deposition there was a	20
21 question about, it was around, I don't have the	21
22 transcript in front of me, of course, of the deposition,	22
23 but it was something around the line of were -- were a	23
24 fixed rate -- were fixed rate customers profitable for	24

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36 (Pages 138 - 141)